

# Enterprise Incident Report September 2012

As of 10/1/2012

## Insurance

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Insurance	Application Services	Danielle Hood	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	1 0
		Martin Gonzalez	0 0	5 5	5 5
		Tony Larsen	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	9 5	9 5
	Application Support	Carl Meek	0 0	1 0	1 0
		Sam Howlett	1 0	3 0	4 0
		<b>Assigned to Individual Total</b>	1 0	4 0	5 0
	Capitol Desktop Support	Paul Ross	1 1	111 97	112 98
		Scott Wunderlich	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 1	112 97	113 98

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			High	Low	FCR Total
Insurance	Capitol Hosting	Mike Tyrrell	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Desktop Services Management	Corona Ngatuvai	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 2	2 2
		James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	3 3	3 3
		Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 6	8 6
	Internal Application Development and Support	David Yearsley	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Metro A Help Desk	Edward Fortner	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	1 1

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Insurance

		High	Low	FCR Total
Insurance	Assigned Group Total	2	138	140
		1	109	110
Customer Company Total		2	138	140
		1	109	110

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## Insurance

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Insurance	Application Services	Danielle Hood	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	1 0
		Martin Gonzalez	0 0	5 1	5 1
		Tony Larsen	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	9 1	9 1
	Application Support	Carl Meek	0 0	1 1	1 1
		Sam Howlett	1 0	3 2	4 2
		<b>Assigned to Individual Total</b>	1 0	4 3	5 3
	Capitol Desktop Support	Paul Ross	1 0	111 0	112 0
		Scott Wunderlich	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	112 0	113 0

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			High	Low	MIR Total
Insurance	Capitol Hosting	Mike Tyrrell	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Desktop Services Management	Corona Ngatuvai	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	2 1	2 1
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	3 0	3 0
		Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 1	8 1
	Internal Application Development and Support	David Yearsley	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	1 1
	Metro A Help Desk	Edward Fortner	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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### Insurance

		High	Low	MIR Total
Insurance	Assigned Group Total	2 0	138 6	140 6
Customer Company Total		2 0	138 6	140 6

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## Insurance

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Insurance	Application Services	Danielle Hood	0 0.00	1 0.29	1 0.29
		Dustin Crump	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	0 0.00	5 0.37	5 0.37
		Tony Larsen	0 0.00	2 0.49	2 0.49
		<b>Assigned to Individual Total</b>	0 0.00	9 0.34	9 0.34
	Application Support	Carl Meek	0 0.00	1 77.90	1 77.90
		Sam Howlett	1 0.19	3 23.91	4 17.98
		<b>Assigned to Individual Total</b>	1 0.19	4 37.41	5 29.97
	Capitol Desktop Support	Paul Ross	1 0.00	111 0.06	112 0.06
		Scott Wunderlich	0 0.00	1 0.91	1 0.91
		<b>Assigned to Individual Total</b>	1 0.00	112 0.07	113 0.06

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## Insurance

			High	Low	ATTIR Total
Insurance	Capitol Hosting	Mike Tyrrell	0 0.00	2 0.64	2 0.64
		<b>Assigned to Individual Total</b>	0 0.00	2 0.64	2 0.64
	Desktop Services Management	Corona Ngatuvai	0 0.00	1 0.11	1 0.11
		<b>Assigned to Individual Total</b>	0 0.00	1 0.11	1 0.11
	Help Desk	Brenda Treadway	0 0.00	2 0.52	2 0.52
		James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	3 0.12	3 0.12
		Sarah Johnson	0 0.00	1 0.24	1 0.24
		Vicky Marrelli	0 0.00	1 0.15	1 0.15
		<b>Assigned to Individual Total</b>	0 0.00	8 0.22	8 0.22
	Internal Application Development and Support	David Yearsley	0 0.00	1 1.05	1 1.05
		<b>Assigned to Individual Total</b>	0 0.00	1 1.05	1 1.05
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00



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Insurance

		High	Low	ATTIR Total
Insurance	Assigned Group Total	2	138	140
		0.09	1.19	1.17
Customer Company Total		2	138	140
		0.09	1.19	1.17

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## Insurance

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Insurance	Application Services	Danielle Hood	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	1 0
		Martin Gonzalez	0 0	5 0	5 0
		Tony Larsen	0 0	2 1	2 1
		<b>Assigned to Individual Total</b>	0 0	9 1	9 1
	Application Support	Carl Meek	0 0	1 1	1 1
		Sam Howlett	1 0	3 2	4 2
		<b>Assigned to Individual Total</b>	1 0	4 3	5 3
	Capitol Desktop Support	Paul Ross	1 0	111 1	112 1
		Scott Wunderlich	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	112 1	113 1

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## Insurance

			High	Low	MR Total
Insurance	Capitol Hosting	Mike Tyrrell	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Desktop Services Management	Corona Ngatuvai	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	1 1
	Help Desk	Brenda Treadway	0 0	2 0	2 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	3 0	3 0
		Sarah Johnson	0 0	1 1	1 1
		Vicky Marrelli	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	8 1	8 1
	Internal Application Development and Support	David Yearsley	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0
	Metro A Help Desk	Edward Fortner	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	1 0

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### Insurance

		High	Low	MR Total
Insurance	Assigned Group Total	2 0	138 7	140 7
Customer Company Total		2 0	138 7	140 7

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## Insurance

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Insurance	Application Services	Danielle Hood	0 0.00	1 2.27	1 2.27
		Dustin Crump	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	0 0.00	5 1.21	5 1.21
		Tony Larsen	0 0.00	2 5.88	2 5.88
		<b>Assigned to Individual Total</b>	0 0.00	9 2.23	9 2.23
	Application Support	Carl Meek	0 0.00	1 77.90	1 77.90
		Sam Howlett	1 0.46	3 23.91	4 18.05
		<b>Assigned to Individual Total</b>	1 0.46	4 37.41	5 30.02
	Capitol Desktop Support	Paul Ross	1 0.00	111 0.62	112 0.61
		Scott Wunderlich	0 0.00	1 1.03	1 1.03
		<b>Assigned to Individual Total</b>	1 0.00	112 0.62	113 0.62

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			High	Low	ATTR Total
Insurance	Capitol Hosting	Mike Tyrrell	0 0.00	2 0.64	2 0.64
		<b>Assigned to Individual Total</b>	0 0.00	2 0.64	2 0.64
	Desktop Services Management	Corona Ngatuvai	0 0.00	1 127.31	1 127.31
		<b>Assigned to Individual Total</b>	0 0.00	1 127.31	1 127.31
	Help Desk	Brenda Treadway	0 0.00	2 0.55	2 0.55
		James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	3 0.27	3 0.27
		Sarah Johnson	0 0.00	1 6.28	1 6.28
		Vicky Marrelli	0 0.00	1 0.33	1 0.33
		<b>Assigned to Individual Total</b>	0 0.00	8 1.06	8 1.06
	Internal Application Development and Support	David Yearsley	0 0.00	1 2.37	1 2.37
		<b>Assigned to Individual Total</b>	0 0.00	1 2.37	1 2.37
	Metro A Help Desk	Edward Fortner	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	1 0.00

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Insurance

		High	Low	ATTR Total
Insurance	Assigned Group Total	2 0.23	138 2.83	140 2.79
Customer Company Total		2 0.23	138 2.83	140 2.79

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## Detail

<b>INC000000457268</b>	Angela M Martinez	Application	Error	None		TIR Missed: Yes	62.64
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: Yes	62.64
<b>INC000000566093</b>	Cathy Burton	None	None	None		TIR Missed: No	0.38
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	5.61
<b>INC000000567853</b>	Allen Hart	Application	None	Citrix ICA Client		TIR Missed: No	0.11
	Desktop Services Management	Corona Ngatuvai	Insurance	Low	Closed	TTR Missed: Yes	127.31
<b>INC000000571231</b>	Teresa Trusty	None	None	None		TIR Missed: No	0.61
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: Yes	6.16
<b>INC000000571488</b>	Steven B Price	Application	None	None		TIR Missed: No	0.51
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: Yes	53.88
<b>INC000000571555</b>	Linda Hardy	Application	None	None		TIR Missed: No	0.23
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.23
<b>INC000000573210</b>	Cathy Burton	Application	Error	Microsoft Excel		TIR Missed: No	0.72
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.19
<b>INC000000573396</b>	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000573398</b>	Patrick Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000573403</b>	Michelle M White	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000573408</b>	Troy Stover	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000573481</b>	David Snowball	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.32
<b>INC000000573546</b>	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000573557</b>	Brent Oscarson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.14
<b>INC000000573582</b>	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
<b>INC000000574001</b>	Paul Anderton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.27



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<b>INC000000574178</b>	Judy Nako	Application	Password	TeamMate Audit System	TIR Missed: Yes	77.90
	Application Support	Carl Meek	Insurance	Low Resolved	TTR Missed: Yes	77.90
<b>INC000000574191</b>	Jilene Whitby	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
<b>INC000000574280</b>	Judy Nako	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
<b>INC000000574410</b>	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.14
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.14
<b>INC000000574484</b>	Judy Nako	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
<b>INC000000574552</b>	Jaimee George	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.07
<b>INC000000574582</b>	Neal Gooch	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High Closed	TTR Missed: No	0.00
<b>INC000000574612</b>	Grace Reinhart	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.28
<b>INC000000574693</b>	Paul Throckmorton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
<b>INC000000574840</b>	Brent Oscarson	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	1.49
<b>INC000000574890</b>	Jilene Whitby	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
<b>INC000000575242</b>	Sandy Glaze	Application	Error	None	TIR Missed: No	0.92
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.92
<b>INC000000575314</b>	Sandy Glaze	Application	None	None	TIR Missed: No	0.32
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.32
<b>INC000000575323</b>	Michelle M White	Application	None	None	TIR Missed: No	0.71
	Capitol Hosting	Mike Tyrrell	Insurance	Low Closed	TTR Missed: No	0.71
<b>INC000000575335</b>	Michael Covington	Application	None	Citrix ICA Client	TIR Missed: No	0.02
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.02
<b>INC000000575346</b>	Betsy Jerome	None	None	None	TIR Missed: No	0.57
	Capitol Hosting	Mike Tyrrell	Insurance	Low Closed	TTR Missed: No	0.57
<b>INC000000575462</b>	Jamie Craine	Application	None	Novell GroupWise	TIR Missed: No	0.10
	Application Services	Martin Gonzalez	Insurance	Low Closed	TTR Missed: No	1.20

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<b>INC000000575469</b>	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575470</b>	Michael Covington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575613</b>	Jamie Craine	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575616</b>	Sandy Glaze	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575617</b>	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575619</b>	Donald Catmull	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575620</b>	Colette Sawyer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575623</b>	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575624</b>	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575886</b>	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575888</b>	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575889</b>	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575891</b>	Jordan Tolman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575892</b>	Lorry Herrera	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575894</b>	Sandra Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575895</b>	Michael Covington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575897</b>	Randy Overstreet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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<b>INC000000575899</b>	Kris Redmond	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575901</b>	Cathy Burton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575903</b>	Jake W Garn	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575905</b>	Linda Hardy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575906</b>	Silmara Charlesworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575907</b>	Tamara Greening	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000575908</b>	Silmara Charlesworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576021</b>	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576308</b>	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576311</b>	Tomasz Serbinowski	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576314</b>	Shane Sadler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576371</b>	Adam Martin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576551</b>	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576556</b>	Angela M Martinez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576557</b>	Dan Applegarth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576559</b>	Teresa Trusty	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576561</b>	Tracy Klausmeier	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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<b>INC000000576563</b>	Ramona Goodwin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576564</b>	Jeff Hawley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576565</b>	Beth Crim	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576567</b>	Alex Goble	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576706</b>	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576797</b>	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576806</b>	Wendy Reves	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576811</b>	Jeffrey Remus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576814</b>	Jeffrey Remus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576824</b>	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576830</b>	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576898</b>	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576933</b>	Malis Rasmussen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000576941</b>	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.19
<b>INC000000577067</b>	Allen Hart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577073</b>	Mark Kleinfeld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577080</b>	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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<b>INC000000577082</b>	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577083</b>	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577162</b>	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.15
<b>INC000000577235</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577236</b>	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577239</b>	Ned Shimizu	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577564</b>	Allen Hart	Application	None	Citrix ICA Client		TIR Missed: No	0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.50
<b>INC000000577850</b>	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577872</b>	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577875</b>	Meldee Love	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577949</b>	Weimei Ye	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000577983</b>	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000578327</b>	Jilene Whitby	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.91
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	1.03
<b>INC000000579086</b>	Kris Redmond	Network	Performance	Novell eDirectory		TIR Missed: No	0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.33
<b>INC000000579172</b>	Tammy Minson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000579175</b>	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000579397</b>	Tanji Northrup	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.10

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## Insurance

<b>INC000000579448</b>	Julie Ann Chytraus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000579633</b>	Armand Glick	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000579642</b>	Lorry Herrera	Application	None	Novell GroupWise		TIR Missed: No	0.15
	Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	0.33
<b>INC000000579702</b>	Daniel Rodriguez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.34
<b>INC000000579716</b>	David A Stauffer	None	None	None		TIR Missed: No	0.04
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.04
<b>INC000000579990</b>	Meldee Love	Application	Error	Documentum		TIR Missed: No	0.19
	Application Support	Sam Howlett	Insurance	High	Resolved	TTR Missed: No	0.46
<b>INC000000580139</b>	Jilene Whitby	Application	Error	Novell GroupWise		TIR Missed: No	0.08
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.29
<b>INC000000580254</b>	Jilene Whitby	Application	Reporting	Novell GroupWise		TIR Missed: No	0.83
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.28
<b>INC000000580334</b>	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000580365</b>	Tanji Northrup	Application	None	Novell GroupWise		TIR Missed: No	0.81
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.12
<b>INC000000580707</b>	Reed Kartchner	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000580926</b>	Beth Crim	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	
<b>INC000000580959</b>	Nancy Askerlund	Application	Error	Novell GroupWise		TIR Missed: No	0.29
	Application Services	Danielle Hood	Insurance	Low	Resolved	TTR Missed: No	2.27
<b>INC000000581125</b>	Rudy VanBeekum	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000581126</b>	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000581127</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000581232</b>	Jaimee George	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00

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## Insurance

<b>INC000000581259</b>	Beth Crim	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000581941</b>	Brett Barratt	Mobile Devices	None	Ipads		TIR Missed: Yes	1.04
	Help Desk	Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	1.10
<b>INC000000581984</b>	Steven B Price	Application	Error	SIRCON Commercial		TIR Missed: Yes	8.87
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: Yes	8.87
<b>INC000000582000</b>	Tanji Northrup	Application	Error	Action Request System		TIR Missed: Yes	1.05
	Internal Application Development at	David Yearsley	Insurance	Low	Resolved	TTR Missed: No	2.37
<b>INC000000582007</b>	Brett Barratt	Mobile Devices	Error	Ipads		TIR Missed: No	0.24
	Help Desk	Sarah Johnson	Insurance	Low	Resolved	TTR Missed: Yes	6.28
<b>INC000000582209</b>	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000582456</b>	Dan Applegarth	Application	Error	Active Directory		TIR Missed: No	0.27
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.52
<b>INC000000582501</b>	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	
<b>INC000000582508</b>	Tammy Minson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000582575</b>	Daniel Rodriguez	Application	Password	Novell GroupWise		TIR Missed: No	0.38
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	2.04
<b>INC000000582693</b>	Heidi Petermann	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.22
<b>INC000000582915</b>	Daniel Rodriguez	Application	None	Novell GroupWise		TIR Missed: Yes	1.36
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	2.79
<b>INC000000583736</b>	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000583750</b>	Jilene Whitby	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000583754</b>	Weimei Ye	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000583755</b>	Victoria Wang	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000584362</b>	Troy Stover	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	

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<b>INC000000584523</b>	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000584711</b>	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000584732</b>	Betsy Jerome	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.65
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.65
<b>INC000000584747</b>	Tammy Minson	Telecom	Coverage Path	Telephone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000584853</b>	Mark Kleinfeld	PC/Laptop	Performance	None		TIR Missed: No	0.74
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.79